

## The Water Connection September 1998

### A MESSAGE TO CUSTOMERS FROM TUCSON WATER'S NEW DIRECTOR



*As I begin my tenure as the Director of your Water Department, I'll be spending a lot of time listening: to our elected officials and community representatives, to water professionals, but most importantly, to you our customer. I have always firmly believed that Customer Service is the centerpiece of an effective, forward-thinking organization, particularly for a water utility which delivers such a critical service. I am aware of the challenges our community faces when it comes to our water. It is my goal to work together with you to meet these challenges and forge a bright water future for Tucson.*

*Sincerely*

*David V. Modeer*

David V. Modeer began his duties as the new Director of Tucson Water in mid-August. He was selected from a large number of candidates who applied for the job during a nationwide search conducted by the City of Tucson. Mr. Modeer has more than 25 years of experience in the water utility industry and formerly served as Vice President of Operations for the Pennsylvania-American Water Company in Harrisburg, Pennsylvania which serves 533,000 water customers. He has considerable experience in western water issues as well, having worked for seven years as Vice President of Operations for the Western Region of American Water Works, Inc. Mr. Modeer holds a degree in biology from Creighton University

### VALVE MAINTENANCE PROGRAM UNDERWAY

The Tucson Water water distribution system contains about 3,600 miles of pipe and more than 80,000 valves. Those valves are a vital part of our water system, allowing us to increase or decrease water flows and pressures and to quickly seal off leaks so they can be repaired.

Routine mineral buildup can cause valves to stick and can prevent Water Department crews from closing or opening them. This can hamper efforts to minimize impacts to customers when there is a water line break or planned maintenance. It also increases water-pumping costs. The best way to keep valves operating smoothly is to turn them on a regular basis, ensuring they remain operable and dependable.

For more information on the Valve Maintenance Program, contact the Water Department at (520) 795-1234.

Tucson Water's Valve Maintenance Program is in the process of inspecting and turning all distribution, pressure regulating, and air release valves in the water system. Crews will also inspect and test fire hydrants. After the initial inspections, an on-going cycle of preventative maintenance for water valves and fire hydrants will continue.

The results of the Valve Maintenance Program will be water savings, reduced pumping costs, and improved water pressure and water service for Tucson Water customers — definitely a turn for the better

**Learn More About Our Water**

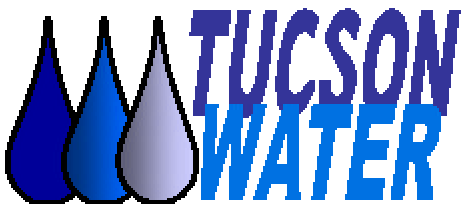
## **PRESENTATION ABOUT OUR WATER NOW AVAILABLE TO CUSTOMERS**

Do we have enough groundwater? How are we using our CAP water? How is Tucson Water preparing for our water future? For the answers to these and other water questions, call Tucson Water to arrange a presentation for your group or organization. Tucson Water employees will present a brief slide program, listen to your comments and answer your questions. Please call 791-4331 to make a reservation.

Tucson Water's WaterSmart Workshop lecture series offers you hands-on information on how to design, install and maintain a water saving landscape on your property. The lectures are free and are scheduled at libraries and community centers across the City. Call 791-4331 for a list of topics, places, dates, and times and to reserve your space at an upcoming workshop.

## **Free Information About Water Conservation**

We have a number of informational brochures, "how-to" fact sheets, and information on why it's important for us all to use water wisely. Call 791-4331 for a list of materials or for information on a specific water conservation topic

	<p><i>The Water Connection</i> is produced by Tucson Water. To receive a copy, or to receive this information in Spanish, call 791-4331 or mail your request to: <b>Customer Information</b> <b>P.O. Box 27210</b> <b>Tucson, AZ 85726-7210</b></p>	<p><b>City of Tucson</b> <b>TTY number:</b> <b>791-2639</b></p> <p>Si usted desea este documento escrito en español, por favor, llame al <b>791-4331.</b></p>
---	---	---